Get the most out of your WiFi

Tips for fast, reliable Internet inside

xfinity

- Power
- US/DS
- Online
- 2.4 GHz
- 5 GHz
- Tel [1]
- Tel [2]
- Battery

xfinity®

The 3 P's
to maximize your Internet speeds:

Placement
Put your router in a central location.

Performance
Check your router regularly to ensure optimal performance.

Power
Turn off or disconnect devices and apps you're not using so they don't zap WiFi bandwidth.

Placement: Find your router's sweet spot to broadcast the strongest signal.

Tips to avoid interference

Keep your router away from large metal objects and electronics like microwave ovens, cordless phones and Bluetooth devices.

Also, avoid crowded spots, such as inside or behind furniture. And keep in mind, the closer you are to your router, the better your WiFi performance can be.

Easy ways to check signal strength

Free apps like Wi-Fi Sweetspots or Wi-Fi Maximiser can identify the strongest possible signal in the areas where you use wireless devices most often. To check signal strength with a PC or Mac, try software like inSSIDer or Xirrus.

If you are using XFINITY equipment, your setup may use a Wireless Gateway or a cable modem and router combination. For simplicity throughout this guide, "equipment" or "router" applies to both setups.

Some features vary depending on equipment.

Performance: Reap the rewards when you give your router a little TLC.

Restart your WiFi equipment regularly

Software updates improve your Internet performance, so restart often to ensure that your router is up-to-date. And don't worry – your saved settings will still be there. To restart or troubleshoot your connection, use the XFINITY My Account app. Or go to xfinity.com/reboot for more information.
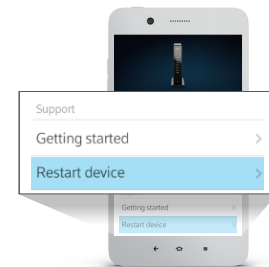
Restarting via XFINITY My Account app.

Your WiFi settings:

WiFi name

JohnsonsNetwork

Password

Password123

Change WiFi settings

Share

Manage your WiFi settings

You can also use the XFINITY My Account app to view or change your in-home WiFi name (SSID) and WiFi password (network key). Go into "WiFi settings" to view and select "Change WiFi settings" to update.

Adjust your router's antennae

If you are not using an XFINITY router, and your router has antennae, adjust one vertically and one horizontally to pick up the best signal.
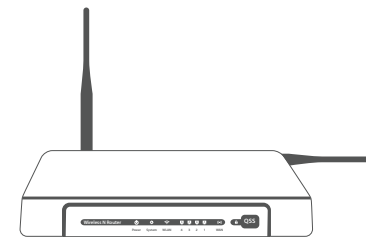
For customers who are using their own router.

Give your router the best seat in the house.

1 Place your router in a central location, off the ground, out in the open.

2 Keep your router away from windows, which interfere with the signal.

3 Keep your router off the floor.

4 Keep your router away from other electronics or thick walls and surfaces.

5 Place your router on a main floor, not the attic or basement.

⏻ Power: Keep all your devices running at optimal speed.

Plug stationary devices directly into your router

Whenever possible, plug gaming consoles, streaming video devices and desktop computers into your router using an Ethernet cable. This frees up WiFi bandwidth for other devices.

Turn off devices and apps you're not using

Active devices can interfere with your router, using valuable bandwidth. And while turning off mobile apps when they're not in use doesn't impact your WiFi performance, it may help the device work more effectively.

Manage who can use your network

Prevent outsiders from using your signal by creating a customized, easy-to-remember WiFi name (SSID) and WiFi password (network key) through the XFINITY My Account app.

Get even more out of XFINITY.

With the XFINITY WiFi app – download for FREE

- Find hotspots nearby
- Connect automatically to XFINITY WiFi hotspots
- Get access to the latest security features
- Connect to the right network at home, work or on the go

At xfinity.com/internethelp

- Find your WiFi name (SSID) and WiFi password (network key)
- Connect your devices to the network
- Get tips to improve signal strength, stay connected and more

Fill in your information below for a quick reference.

WiFi Name (SSID): _____   WiFi Password: _____

If you change your WiFi name or WiFi password, please remember to update here.
You can also find this information with the My Account app. Just log in, navigate to Internet, and then tap Show WiFi settings. Your WiFi name and password will be displayed.

COMCAST